

**Department on Disability Services  
Developmental Disabilities Administration**

**Quality Management Division  
Provider Certification Review (PCR)  
Provider Assessment Results**

DDS/DDA, providers, and other internal and external stakeholders are committed to ensuring that individuals served are healthy, safe and receive services and supports that meet their needs. Through the Quality Enhancement and Quality Improvement Unit, information is gathered from a variety of sources in order to set benchmarks for improvement including but not limited to: incident reports, service coordination monitoring reports, human care agreements, current health regulatory licensing reviews, individual profiles, health and wellness monitoring results and other information as needed. The PCR is the mechanism for annually determining if a provider is qualified to deliver the HCBS waiver service(s) for which it has been enrolled. Providers who complete the PCR process with a less than satisfactory rating in a service(s) may not provide that HCBS waiver service(s) through the DDS/DDA. The following are key purposes of the PCR:

- ❖ Identify positive practices and areas for improvement in providers' services and supports.
- ❖ Aggregate, analyze, and compare data from various sources including; the Incident Management and Enforcement Unit (IMEU), Service Coordination monitoring and issues, Provider Resource Management, Mortality and Fatality Review, and compliance with contract requirements.
- ❖ Provides evidence that providers are operating in accordance with the HCBS waiver regulations, D.C. Rules and Regulations, and DDS/DDA Approved Policies.
  - Waiver Application, 1915c HCBS Waiver: DC.02.01 – October 1, 2008
  - DDS/DDA Approved Policies ([www.dds.gov](http://www.dds.gov)) DC Rules
    - March 21, 2008, General Provisions, 1900
    - March 21, 2008, Day Habilitation Services, 945
    - August 22, 2008, Host Home Services, 1915
    - March 21, 2008, In-Home Supports Services, 1916
    - June 20, 2008, Prevocational Services, 920
    - June 20, 2008, Residential Habilitation, 946

- March 7, 2008 Respite Services, 994
- October 3, 2008, Supported Employment Services, 929
- October 3, 2008, Supported Living Services, 993
- HCBS Quality Framework
- ❖ Inform individuals, families and other stakeholders about the quality of community waiver service providers.
- ❖ Generate system-wide trends and, in conjunction with information from other quality management processes, develop strategies for improvement across all services and supports.

### **THE PCR TOOL AND RATING SYSTEM**

The provider certification is reviewed through person-centered and organizational outcomes. Each outcome in the tool is divided into measurable *indicators*. Each indicator has a rating, which consists of, at least, *yes* and *no* and may also include *sometimes*. A few indicators have an additional rating of *not applicable (N/A)* to the individual being reviewed. For example, if the individual does not need a behavior support plan those indicators will be coded as *N/A*. There are interpretative guides under many of the indicators that are intended to be helpful to both the provider whose services are being reviewed and to the Compliance Specialists conducting the review. Next to many ratings are guides as to when to assign a *yes*, *no*, *sometimes* or *N/A*. This too will be helpful to both providers and Compliance Specialists.

Situations will arise where the provider will correct a condition leading to a *no* rating before the review is finished. Although fixing problems identified during the review should be encouraged (and in some instances required), a *no* rating still must be given reflecting the situation as it existed when first identified. Issues corrected during the review will be noted as such in the narrative of the final PCR Report. Also next to the *no* rating is a *comment required (CR)* designation to signify that the Compliance Specialist must write a comment to give more specific information about why the *no* rating was given. These comments will be useful when writing the final provider report. Compliance Specialists are also encouraged to make comments when a rating of *yes* is given since that will become source information for identifying positive practices in the provider report. An *Issue Required (IR)* alongside some of the *no* ratings signifies that the Compliance Specialist must submit an issue. More information on *Issues* is provided in PCR Guide Section VII.F. A designation of Quality Assurance (QA) or Quality Improvement (QI) is given to each indicator. QA indicators are thresholds that must be present in all services and supports in order to receive a satisfactory review from DDA. QI indicators are positive practices that signify excellence in quality of services and supports. The satisfaction indicators do not have QA/QI designations.

The PCR tool is divided into two sections:

Section I: Individual Outcomes – This section contains person-centered outcomes and indicators for each of the services listed above.

Section II: Organizational Outcomes – Under this section specific provider management outcomes and practices are reviewed. All indicators in this section apply to for and non-profit provider agencies.

### **PROVIDER CERTIFICATION REVIEW MONITORING DECISIONS**

Provider Certification Level of Quality Criteria:

1. PCR Results criteria:

- a. Quality Assurance indicators (thresholds that must be present in all services and supports)
  - i. Satisfactory = meets 80% or above of the threshold health/safety/rights indicators
  - ii. Excellent= Meets 95% or above of the threshold health/safety/rights indicators
- b. Quality Improvement indicators (positive practices that signify excellence in quality of services and supports)
  - i. Satisfactory = meets 80% or above of the threshold health/safety/rights indicators
  - ii. Excellent= Meets 95% or above of the threshold health/safety/rights indicators
- c. Organizational Outcomes
  - i. Satisfactory = meets 80% or above of the threshold health/safety/rights indicators
  - ii. Excellent= Meets 95% or above of the threshold health/safety/rights indicators
- d. Satisfaction Indicators
  - i. Satisfactory = meets 80% or above of the threshold health/safety/rights indicators
  - ii. Excellent= Meets 95% or above of the threshold health/safety/rights indicators

The chart below describes how the criteria are applied in order to arrive at a level of quality for the provider:

<b>Level of Quality</b>	<b>Criteria</b>	<b>Result</b>
Excellent	Meets <u>all</u> applicable criteria: 1a, 1b, 1c, and 1d at 95%	<ul style="list-style-type: none"> <li>• No Plan of Action</li> <li>• Reviewed in 1 year</li> </ul>
Satisfactory	Meets the following applicable criteria: 1a , 1c, 1d <sup>1</sup> at 80%	<ul style="list-style-type: none"> <li>• Must develop and complete a Plan of Correction for any area under 80% (based on recommendations from the Guidance Action Plan)</li> <li>• Reviewed in 1 year</li> </ul>
Needs Improvement	Meets the following applicable criteria at 80%: 1a. <u>or</u> 1c. (not both)	<ul style="list-style-type: none"> <li>• Must develop and complete a Plan of Correction for any area under 80% (based on recommendations from the Guidance Action Plan)</li> <li>• Reviewed in 1 year</li> <li>• Possible Sanctions</li> </ul>
Unsatisfactory	Does not meet the following applicable criteria at 80%: 1a. <u>and</u> 1c.	<ul style="list-style-type: none"> <li>• Must develop and complete a Plan of Correction for any area under 80% (based on recommendations from the Guidance Action Plan)</li> <li>• May be subject to a review in less than 1 year – dependent upon results of Provider Review.</li> <li>• Possible Sanctions</li> </ul>

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<sup>1</sup> The satisfaction indicator results will not be applied to new providers receiving an initial PCR review. In subsequent reviews the satisfaction criteria (1d) will apply in order to receive “satisfactory” level of quality.

**The provider certification results are listed alphabetically by provider agency. Level of Quality Ratings highlighted in yellow indicates that new referrals have been suspended for that service.**

PCR Certification Results: *Azure* **FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 7/28/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	94%	92%	81%	100%	Satisfactory		
Stand Alone for Residential Habilitation	94%	92%	81%	100%	Satisfactory		
In Home Support							
Supported Living	100%		100%	100%	Satisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response System (PERS)		

Vehicle Modification		
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**PCR Certification Results:** *Careco* **FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 8/25/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	88%	80%	81%	92%	Satisfactory		
Stand Alone for Residential Habilitation	88%	80%	81%	92%	Satisfactory		
In Home Support	100%		100%	92%	Satisfactory		
Supported Living	100%		100%	92%	Satisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

PCR Certification Results: Carl's Place **FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 7/23/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	88.4%	100%	84.6%	81.8%	Satisfactory		
Stand Alone for Residential Habilitation	88.4%	100%	84.6%	81.8%	Satisfactory		
In Home Support							
Supported Living							
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

PCR Certification Results: *Chrysallis* **FINAL SCORES**

Review Date: 7/28/09

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 7/28/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	80%	92%	83%	75%	Needs Improvement		
Stand Alone for Residential Habilitation							
In Home Support							
Supported Living	96%		96%	75%	Needs Improvement		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy	100%	100%
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		



RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 9/9/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	96%	97%	84%	92%	Satisfactory		
Stand Alone for Residential Habilitation							
In Home Support							
Supported Living	100%		100%	92%	Satisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language	100%	100%
Occupational Therapy		
Physical Therapy	100%	100%
Nutritional Therapy	100%	100%
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

**PCR Certification Results: EBED Community Improvement** **FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 6/25/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	93%	69%	77%	88%	Needs Improvement		
Stand Alone for Residential Habilitation							
In Home Support							
Supported Living	100%		100%	88%	Satisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language	78%	55%
Occupational Therapy	100%	75%
Physical Therapy		
Nutritional Therapy	55%	66%
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

PCR Certification Results: *Gentle Touch* **FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction  Review Date: 8/4/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	94.4%	89.6%	97.2%	100%	Satisfactory		
Stand Alone for Residential Habilitation							
In Home Support							
Supported Living	100%		100%	100%	Satisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support	100%	100%	80%	100%	Satisfactory		
Supported Employment							
Day Habilitation							
Prevocational	100%	100%	80%	100%	Satisfactory		

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

**PCR Certification Results: Individual Advocacy Group (IAG) FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 9/1/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	73.3%	83.9%	80.6%	50%	Unsatisfactory		
Stand Alone for Residential Habilitation	73.3%	83.9%	80.6%	50%	Unsatisfactory		
In Home Support							
Supported Living	100%		80%	50%	Unsatisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation	78.3%	85.7%	0%	50%	Unsatisfactory		
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response System (PERS)		
Vehicle Modification		

**PCR Certification Results: Individual Development, Inc. (IDI) FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 8/12/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	92.5%	90%	91.7%	75%	Needs Improvement		
Stand Alone for Residential Habilitation							
In Home Support							
Supported Living	100%		100%	75%	Needs Improvement		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

**PCR Certification Results: Innovative Life Solutions (ILS) FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 8/18/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	95.3%	94%	86.7%	92.3%	Satisfactory		
Stand Alone for Residential Habilitation	95.3%	94%	86.7%	92.3%	Satisfactory		
In Home Support							
Supported Living	100%		100%	92.3%	Satisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

**PCR Certification Results: Multi-Therapeutic Services (MTS) FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 9/15/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	93%	85.2%	86.9%	83.3%	Satisfactory		
Stand Alone for Residential Habilitation	93%	85.2%	86.9%	83.3%	Satisfactory		
In Home Support							
Supported Living	100%		99.2%	83.3%	Satisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

**PCR Certification Results: Symbral Foundation** **FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction  Review Date: 6/25/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	99%	93%	90%	92%	Satisfactory		
Stand Alone for Residential Habilitation							
In Home Support							
Supported Living	100%		100%	92%	Satisfactory		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy		
Community Support Team		
Skilled Nursing		
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		



**PCR Certification Results: Ward and Ward FINAL SCORES**

RESIDENTIAL SUPPORTS							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction Review Date: 10/27/09	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Residential Supports	92.7%	83.4%	88.6%	75%	Needs Improvement		
Stand Alone for Residential Habilitation	92.7%	83.4%	88.6%	75%	Needs Improvement		
In Home Support							
Supported Living	100%		100%	75%	Needs Improvement		
Respite							
Host Home							

Day Services (If Applicable)							
Service Type	QA Score	QI Score	Satisfaction	Org. Outcomes	First Level of Quality Review Ex: Satisfaction	Second Level of Quality Review Ex: Satisfaction	Third Level of Quality Review Ex: Satisfaction
General Indicators for Day Support							
Supported Employment							
Day Habilitation							
Prevocational							

Service Type	QA Score	Satisfaction Score
Speech, Hearing and Language		
Occupational Therapy		
Physical Therapy		
Nutritional Therapy	100%	100%
Community Support Team		
Skilled Nursing	97%	89%
Behavior Supports		
Dental (Not a Waiver Service)		
Family Training		
Adaptive Equipment (Not a Waiver Service)		
Emergency Accessibilities Adaptations		
Personal Emergency Response Services (PERS)		
Vehicle Modification		

